

Date Mailed  
October 3, 2000

BEFORE THE  
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation of Non-listed and Non-published  
Telephone Numbers

05-TI-384

**NOTICE OF INVESTIGATION  
AND REQUEST FOR INFORMATION**

Questionnaire Responses Due: <b>October 17, 2000 – Noon</b>	Address Responses To: <b>Gary Evenson, Assistant Administrator</b> Telecommunications Division Public Service Commission P.O. Box 7854 Madison, WI 53707-7854 <b>Fax No. (608) 266-3957</b>
FAX Due Date: <b>October 16, 2000 – Noon</b>	

**THIS IS A PROCEEDING** to investigate, on the Commission's own motion, the terms and conditions of the availability of non-listed and non-published telephone number services provided by local exchange service companies in this state and the reasonableness of rates and charges for those listing options. The Commission has the authority to conduct such an investigation under Wis. Stat. § 196.02(1).

Non-listed telephone numbers (sometimes called semi-private numbers) are not included in the telephone directory; however, they are available to callers who seek those numbers through directory assistance. Non-published telephone numbers (sometimes called private numbers) are not included in telephone directories, nor are they available from directory assistance. Generally, it is the Commission's understanding that providers charge customers for these options.

The Commission's universal service rules in Wis. Admin. Code ch. PSC 160 include the following language:

PSC 160.03(1) Every local exchange service provider shall make available to all its customers **at affordable prices** all essential telecommunications services.

PSC 160.03(2) "Essential telecommunications services" means all the following:

(a) Single-party voice-grade service with:

15. A directory listing with the option for non-listed and non-published service.

**NOTICE IS GIVEN** that the Commission will investigate the terms and conditions for these non-listed and non-published telephone number service options and the rates or charges that are being applied to these options. The purpose of this investigation is to determine whether the intentions of Wis. Admin. Code §§ PSC 160.03(1) and 160.03(2)(a)15. are being met.

As part of this investigation, the Commission is issuing the attached **questionnaire** per Wis. Stat. § 196.25 seeking information from incumbent local exchange companies (ILECs) and competitive local exchange companies (CLECs) on various directory listing matters, including what non-listed and non-published options are available, what the subscription levels for these options are, what pricing applies to these options, and what costs are reasonably attributable to these options. All ILECs and CLECs are required to reply to this questionnaire as indicated **in the box on page 1**. All correspondence shall reference docket 05-TI-384. Responses must be received **by noon on October 17, 2000**. Responses by fax are due one day earlier. Fax filing cover sheets must state **"Official Filing"** and the number of pages (limit 20 pages). **File by one mode only**.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the case coordinator listed below.

Questions from the media may be directed to Jeffrey L. Butson, Public Affairs Director, at (608) 267-0912.

Other questions regarding this matter may be directed to case coordinator Gary A. Evenson, Assistant Administrator of the Telecommunications Division, at (608) 266-6744.

Dated at Madison, Wisconsin, \_\_\_\_\_

By the Commission:

\_\_\_\_\_  
Lynda L. Dorr  
Secretary to the Commission

LLD:GAE:reb:notice\pending\05-TI-384

Attachment

**Public Service Commission of Wisconsin**  
**05-TI-384**  
**Provider Questionnaire on Non-listed/Non-published Numbers**

Provider Name \_\_\_\_\_ PSC Utility No. \_\_\_\_\_

Contact Person:      Name \_\_\_\_\_  
                                 Telephone No. \_\_\_\_\_  
                                 E-mail \_\_\_\_\_

If the provider addressed is not currently providing services in Wisconsin, indicate so below and return the form as directed. The remainder of the questionnaire then need not be completed.

☐ **The provider identified above is not providing service in Wisconsin at this time.**

***Non-listed Number:***                      ***The telephone number is not included in the telephone directory, BUT IT IS AVAILABLE FROM DIRECTORY ASSISTANCE.***

***Non-published Number:***            ***The telephone number is not included in the telephone directory, nor is it available from directory assistance.***

1	Is a white pages directory listing a standard part of access line services?	1a      Residence?	Yes	No
		1b      Single-Line Business?	Yes	No
		1c      Multi-Line Business?	Yes	No
1d	Please explain any "no" answer.			

2	Is such white pages listing provided to customers without charge?	Yes	No
2a	If "no," please explain the circumstances when a charge applies and the level of charges.		

3	Does your company provide the white pages directory listing to customers directly or is it through another provider? (i.e., CLEC purchases white pages listings for its customers in an ILEC directory.)	Own Directory?	Through Another Provider?

4	Do you offer customers the option of a non-listed number?	Yes	No
4a	If this answer varies by class of service, please explain.		

5	What is the charge or rate for a <u>non-listed</u> number?	Residence	Business
	5a One-time Charge?	\$	\$
	5b Annual Charge?	\$	\$
	5c Monthly Rate?	\$	\$

6	Do you offer customers the option of a non-published number?	Yes	No
6a	If this answer varies by class of service, please explain.		

7	What is the charge or rate for a <u>non-published</u> number?		Residence	Business	
		7a	One-time Charge?	\$	\$
		7b	Annual Charge?	\$	\$
		7c	Monthly Rate?	\$	\$

8	How many of your customers have the following?		Non-listed Numbers?	Non-published Numbers?
		8a	Residence customers?	
		8b	Business customers?	

9	If a residence or small business customer has an extra line(s), how is the listing of the telephone number for that line(s) handled?	9a	Listed in the directory automatically?	Yes	No
		9b	Listed in the directory only at customer option?	Yes	No
		9c	If "yes" to 9b, is there a charge and what is it?	Yes \$	No

10	If the telephone number for an extra line is not put in the directory, is there a non-listed or non-published number charge?	10a Non-listed?	10b Non-published?
		Yes    No	Yes    No

11a	What is the estimated cost to your company of providing a non-listed number?	\$
11b	What is the estimated cost to your company of providing a non-published number?	\$
11c	Please explain how these cost estimates were derived.	

12	Do you charge your customers for directory information calls, when the requested number is non-published?	Yes	No
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13	Please explain the procedures your company has in place to safeguard the privacy of numbers that are being provided as part of non-published telephone number service.
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Please attach additional sheets if necessary.

**Return this questionnaire to the Commission by noon on October 17, 2000.**

Send to: Gary A. Evenson, Assistant Administrator  
Telecommunications Division  
Public Service Commission of Wisconsin  
610 N. Whitney Way  
P.O. Box 7854  
Madison, WI 53707-7854  
Fax No. (608) 266-3957

**Wis. Stat. § 196.65 sets forth the schedule of penalties for failure to comply with Wis. Stat § 196.25(3).**

§ 196.65(3)(b) *An officer of a telecommunications provider shall be fined not less than \$100 nor more than \$2,500, an agent of a telecommunications provider shall be fined not less than \$100 nor more than \$25,000 or an employee of a telecommunications provider shall be fined not less than \$100 nor more than \$1,000 for each offence if the officer, agent or employee does any of the following:*

1. *Fails or refuses to fill out and return any questionnaire required under s. 196.25(3).*

§ 196.65(3)(d) *After notice and hearing, the commission may order a telecommunications utility to cease the provision of interconnection or access service to a telecommunications provider who has violated par. (b).*